

Wisconsin law requires the pharmacist to consult with you about any new or changed prescriptions. You may contact the pharmacy about any prescription.

Contact the pharmacy about any delivery concerns including:

- Timeliness of delivery.
- Condition of the prescription drug upon delivery.
- Failure to receive the proper prescription drug product or device

Any prescription which is damaged or lost due to delivery must be replaced by the pharmacy at no additional cost to the patient. If the timeliness of the replacement leads to an interruption in therapy, the dispensing pharmacy must take steps to reduce patient harm.

If a pharmacist fails to consult or resolve your delivery concern, you may contact:

Wisconsin Dept. of Safety and Professional Services
Division of Legal Services and Compliance

P.O. Box 7190

Madison, WI 53707-7190

(608) 266-2112

dsps@wisconsin.gov

<https://dsps.wi.gov> (click on File A Complaint)